APPENDIX F

STEPHEN P. TEALE DATA CENTER
BILLING RATES SCHEDULE
CLIENT/SERVER SUPPORT SERVICES
Effective July 1, 2004

<u>WINDOWS SUPPORTED SERVICES</u>	<u>RATE</u>
• One-time setup fee for shared server (1 hour)	$ 115 per server
• One-time setup fee for dedicated server (4 hours)	$ 460 per server
• One-time setup fee for each virtual instance (2 hours)	$ 230 per instance

The following monthly rates include the acquisition and upgrade of hardware/software, as well as staff support:

• Shared Windows server with usable disk space (per customer instance)	
Up to 9 GB storage	$ 250
10 to 17 GB storage	$ 500
18 to 27 GB storage	$ 750

NOTE: After attaining 27 GB storage, customers are required to migrate to a dedicated server.

• Dedicated Windows server (dual processor, 1 GB memory and 27 GB usable disk space)	$1,630

<u>Additional Dedicated Options:</u>

• 2 additional processors (quad processor)	$ 61
• 4 additional processors (6-way)	$ 122
• 6 additional processors (8-way)	$ 244
• 1 GB memory	$ 29
• Additional storage (36 GB increments)	$ 16
• W2K3 Enterprise Edition	$ 47

<u>VIRTUAL WINDOWS SUPPORTED SERVICES</u>

The following monthly rates include the acquisition and upgrade of hardware/software, as well as staff support:

• Virtual processor on a Windows host server (1 GB memory and 18 GB usable disk space)	$ 400

<u>Additional Options:</u>

• 512 MB memory	$ 15
• 18 GB disk space	$ 8

<u>WINDOWS AND VIRTUAL WINDOWS SUBSCRIPTION</u>

The subscription rate for Windows and Virtual Windows supported services includes the following:

- Operating System
- Operating System upgrades, patches and fixes
- Hard disk formatting, partitioning and setup
- Capacity planning
- System backup process (offsite and onsite)
- Physical security
- Redundant hardware components
- Antivirus protection
- Disk and memory utilization monitoring
- Remote server monitoring
- Floor space, utilities and environmentals
- Four-hour response Platinum maintenance hardware contract (24 hours, 7 days per week)
- Microsoft Premier Support for problem diagnostics (24 hours, 7 days per week)

<u>OTHER SERVICES</u>

- Required dedicated software that is not a Teale service offering (e.g., SQL server software) is billed as a pass-through cost and includes an administrative and support fee.

The following services are billed at the Teale published hourly consulting rates:

- Customer Owned Managed Services (COEMS)
- Unplanned services
- Problem resolution
- Application setup
- Application code migration
- Database administration